

Human Resources Service Center Southwest

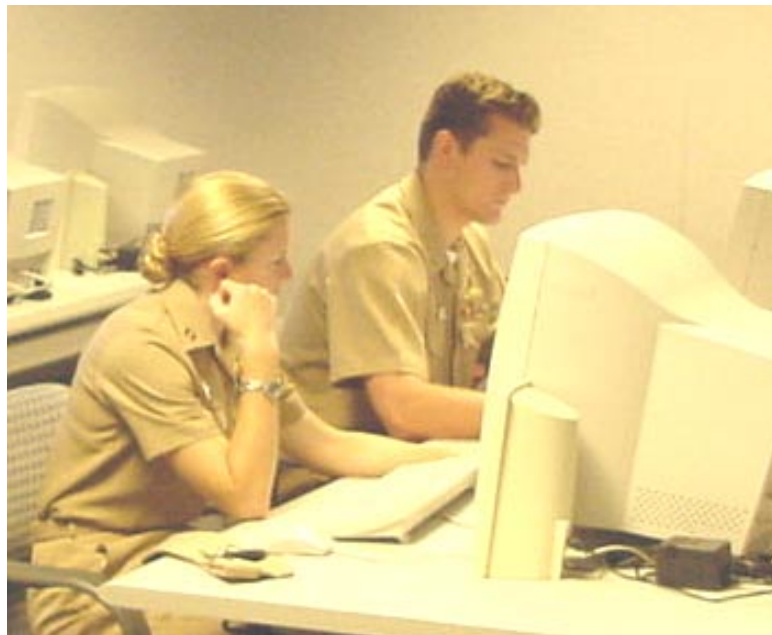
525 B Street Suite 600, San Diego California 92101-4418



TRAINING COURSE CATALOG FISCAL YEAR 2003

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FOREWORD

As managers grapple with a downward spiral of experienced employees resulting from the "retirement bubble," employees working with new technology, continual change, and ever-shrinking fiscal resources, training has become a key component in the organization's strategic planning process. Based on the training requirements identified collectively during the annual survey phase of the planning process, the catalog includes courses that address an array of competency areas-including customer orientation, leadership, communication, decision making, problem solving, and human resources management. We have evaluated a plethora of available vendors in search of high-quality courses at competitive prices. Many courses have already been scheduled and are available for registration. However, we recognize that timeliness and availability of training must be coupled to meet evolving requirements, and we are prepared to schedule additional courses centrally or on-site as additional needs emerge. As you continually analyze organizational goals and develop training strategies, we invite you to use the Human Resources Service Center Southwest as the source for high-quality cost-effective training.

GENERAL INFORMATION

The Human Resources Service Center, Southwest provides support from its location at 525 B St., San Diego, CA. We provide advice and technical guidance on the training aspects of human resources development. All administrative processing of nominations for classes will be conducted at this location.

Training Locations

We provide a schedule of courses that are offered throughout the Southwest Region. The location of classes is based on input from the annual training survey. In addition to the classes offered at our training center at the HRSC-SW, classes are also delivered at Seal Beach/Corona, Oxnard, NPS Monterey, and Fallon, Nevada. Courses may also be arranged on-site at your activity.

Telephone Contact Number

Commercial Number:	(619) 615-5985
DSN Number:	245-5985
FAX Number:	(619) 615-5566/5567
DSN Number:	245-5566/5567

Schedule of Classes/Course Announcements

The annual schedule of training classes is designed to fulfill the general needs identified in the Southwest Region. These classes are a result of activities input to the annual training survey. The schedule is updated periodically to reflect additional offering. Scheduled changes will be announced sufficiently in advance to minimize inconvenience to activities. Course announcements are available 24 hours a day on our fax-on-demand system at (619) 615-5901 or DSN 245-5901. Announcements may also be accessed through hyperlinks within this document.

Schedule Additional Courses

We can add courses to the schedule anytime throughout the year as needs are identified. Arrangement can be made to host the course here at the Human Resources Service Center, Southwest or on-site at your organization. For additional information and assistance contact us at (619) 615-5985 or DSN 245-5985

Satellite broadcast

Interactive satellite broadcast capability is available and programs are announced on the DONHR Training Opportunities web page.

Classroom Environment

Class size will normally be limited to thirty participants to provide an effective learning environment. Restrictions in class size may vary for workshops and specialized courses requiring extensive group participation. No recording devices of any kind are permitted in classes. Cell phones and beepers are allowed only in the silent mode during class session. Telephones are available in the training lobby for use by participants. Incoming messages will be posted in the training lobby and may be checked during a class break, however urgent or emergency messages will be delivered to the classroom. Personnel requiring special accommodations should contact the course registrar upon receipt of confirmation notification.

Dress

Appropriate civilian business attire is recommended. Military attendees are not required to wear uniforms to class.

Target Audience

Human Resource Service Center, Southwest courses are open to all Department of Navy employees. Employees from other Federal agencies may be permitted on space available basis.

Payment

The Request, Authorization, Agreement, Certification of Training and Reimbursement (DD Form 1556) is used for requesting training. The government purchase card is the authorized method of payment for all commercial training requests valued at or below \$25,000 using the DD Form 1556. The DD Form 1556 is authorized for costs associated with individual and group attendance at training. Specific details for payment information is located in each course announcement. For those commands that do not have the government purchase cards, separate arrangements may be made by contacting the HRSC-SW Training Office and speaking to the Course Director.

Confirmation Notification

A decision regarding admittance to the course will be made following the nomination deadline. A notice of course confirmation, cancellation, or over subscription for any course will be faxed to each nominee or activity's training POC. Notification is usually made within two weeks prior to the course start date.

Cancellation/Substitution

Attendees who currently meet eligibility requirements or have been selected for such a position may be accepted. **Activities are responsible for tuition payment for any cancellations submitted after the nomination deadline.** Substitutions after the nomination deadline are acceptable providing the substitute meets eligibility criteria.

Attendance Policy

Participants are expected to attend all sessions of a course. If a participant must be absent, it is his or her responsibility to notify the instructor in advance, or in an emergency, contact or leave a message with the Training Office. Participant's supervisor or activity POC will be contacted for unreported absence.

On-site Courses

On-site courses may be arranged by calling (619) 615-5985 or DSN 245-5985.

Mailing

If you need to mail documents to the HRSC Southwest, the official address is:

DEPARTMENT OF NAVY
HRSC SW CODE 30
525 B STREET SUITE 600
SAN DIEGO CA 92101-4418

Course Catalog

For ease in locating course information, courses are listed both by category and alphabetically. Each session is linked to the course announcement where additional course details and enrollment information can be found. Course sessions scheduled during the current fiscal year have dates listed at the end of each course description. In support of DON Civilian Leadership Development (CLD) course announcements include applicable competencies. For more information on CLD read SECNAV Instruction 12410.24.

Course Categories

CRANE

- Category 2 Crane Safety Refresher
- Category 3 Crane Safety with TTT
- Crane Electrician
- Crane Mechanic
- Crane Rigger and Category 3 Crane Safety
- General Crane Safety
- General Crane Safety Refresher
- Load Test Director
- Mechanical Crane Inspector
- Mobile Crane Mechanic

MANAGEMENT AND SUPERVISION

- Advance Leadership Skills
- Coaching and Counseling for Increased Performance for Managers and Supervisors
- Conflict Resolution for Managers and Supervisors
- Equal Employment Opportunity (EEO) update for Managers and Supervisors
- How to Conduct a Successful Employee Performance Review
- Introduction to Management Analysis
- Introduction to Supervision
- Leadership Skills for Managers and Supervisors
- Personnel Management for Supervisors
- Positive Approaches to Resolving Performance and Conduct Problems
- Project Management
- Team Building

QUALITY OF WORKLIFE/ORIENTATION

- Burnout-Causes & Cures
- Managing Multiple Priorities
- Mid-Career Retirement Planning (CSRS)
- Mid-Career Retirement Planning (FERS)
- Pre-Retirement Planning (CSRS)
- Pre-Retirement Planning (FERS)
- Preventing Workplace Violence
- Seven Habits of Highly Effective People
- Stress Management

COMMUNICATION SKILLS

- Conducting an Effective Meeting
- Conflict Resolution for Employees
- Contemporary Navy Writing
- Customer Service
- Dealing with Negativity in the Workplace
- Effective Presentations
- English Communication Skills for Non-native Speakers
- English Grammar Review
- Naval Correspondence Manual
- Technical and Report Writing
- Writing Skills Workshop

GENERAL

- Cultural Diversity
- Freedom of Information and Privacy Act
- Technical Manual Technology Orientation

BUDGETING/FINANCIAL

- Civilian Travel Regulations
- Federal Budgeting for Non-budget Personnel
- Introduction to Navy Financial and Managerial Accounting
- Principles of Navy Budgeting

COMMERCIAL ACTIVITIES PROGRAM

- How to Write a Statement of Work
- Independent Review Officers' Workshop
- Most Efficient Organization

Alphabetical Course Listing

- Advance Leadership Skills
- Burnout-Causes & Cures
- Category 2 Crane Safety Refresher
- Category 3 Crane Safety with TTT
- Civilian Travel Regulations
- Coaching and Counseling for Increased Performance for Managers and Supervisors
- Conducting an Effective Meeting
- Conflict Resolution for Employees
- Conflict Resolution for Managers and Supervisors
- Contemporary Navy Writing
- Crane Electrician
- Crane Mechanic
- Crane Rigger and Category 3 Crane Safety
- Cultural Diversity
- Customer Service
- Dealing with Negativity in the Workplace
- Effective Presentations
- English Communication Skills for Non-native Speakers
- English Grammar Review
- Equal Employment Opportunity (EEO) update for Managers and Supervisors
- Federal Budgeting for Non-budget Personnel
- Freedom of Information and Privacy Act
- General Crane Safety
- General Crane Safety Refresher
- How to Conduct a Successful Employee Performance Review
- How to Write a Statement of Work
- Independent Review Officers' Workshop
- Introduction to Management Analysis
- Introduction to Navy Financial and Managerial Accounting
- Introduction to Supervision
- Leadership Skills for Managers and Supervisors
- Load Test Director
- Managing Multiple Priorities
- Mechanical Crane Inspector
- Mid-Career Retirement Planning (CSRS)
- Mid-Career Retirement Planning (FERS)
- Mobile Crane Mechanic

- Most Efficient Organization
- Naval Correspondence Manual
- Personnel Management for Supervisors
- Positive Approaches to Resolving Performance and Conduct Problems
- Pre-Retirement Planning (CSRS)
- Pre-Retirement Planning (FERS)
- Preventing Workplace Violence
- Principles of Navy Budgeting
- Project Management
- Seven Habits of Highly Effective People
- Stress Management
- Team Building
- Technical and Report Writing
- Technical Manual Technology Orientation
- Writing Skills Workshop

HUMAN RESOURCES SERVICE CENTER SOUTHWEST FISCAL YEAR 2003 COURSE SCHEDULE

FIRST QUARTER

<u>Course Title</u>	<u>Location</u>	<u>Date</u>	<u>Cost</u>
Mid-Career Retirement Planning (FERS)	San Diego	21 - 22 Oct 02	\$165
Pre-Retirement Planning (CSRS)	Point Mugu	22 - 24 Oct 02	\$135
Pre-Retirement Planning (FERS)	San Diego	28 - 30 Oct 02	\$150
Crane Rigging and Category 3 Crane Safety	San Diego	28 Oct - 01 Nov 02	\$550
Introduction to the Navy Working Capital Fund	San Diego	29 - 31 Oct 02	None
Mid-Career Retirement Planning (FERS)	Point Mugu	04 - 05 Nov 02	\$160
Pre-Retirement Planning (CSRS)	San Diego	04 - 06 Nov 02	\$150
Load Test Director	San Diego	05 - 07 Nov 02	\$330
Management Control Program	San Diego	12 Nov 02	None
Management Control Program	San Diego	13 Nov 02	None
Management Control Program	San Diego	14 Nov 02	None
EEO/POSH Update for Managers and Supervisors	San Diego	18 Nov 02	\$70
Principles of Navy Budgeting	San Diego	19 - 21 Nov 02	None
Pre-Retirement Planning (FERS)	San Diego	09 - 11 Dec 02	\$250
Pre-Retirement Planning (FERS)	Point Mugu	09 - 11 Dec 02	\$135
Category 3 Crane Safety Train the Trainer	San Diego	10 - 11 Dec 02	\$220

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SECOND QUARTER

<u>Course Title</u>	<u>Location</u>	<u>Date</u>	<u>Cost</u>
Introduction to Navy Financial and Managerial Accounting	San Diego	14 - 16 Jan 03	None
Crane Rigging and Category 3 Crane Safety	San Diego	20 - 24 Jan 03	\$550
Mid-Career Retirement Planning (FERS)	San Diego	27 - 28 Jan 03	\$170
General Crane Safety	San Diego	27 - 31 Jan 03	\$550
Pre-Retirement Planning (CSRS)	San Diego	03 - 05 Feb 03	\$220
Pre-Retirement Planning (FERS)	San Diego	10 - 12 Feb 03	\$230
Load Test Director	San Diego	11 - 13 Feb 03	\$330
Conflict Resolution for Managers and Supervisors	San Diego	24 - 25 Feb 03	\$105
Crane Electrician	San Diego	25 - 28 Feb 03	\$440
Introduction to Supervision	San Diego	03 - 06 Mar 03	\$210
How to Conduct a Successful Employee Performance Review	San Diego	10 Mar 03	\$105
English Grammar Review	San Diego	17 - 18 Mar 03	\$145
Federal Budgeting for Non-Budget Personnel	San Diego	24 - 26 Mar 03	\$300
Category 3 Crane Safety Train the Trainer	San Diego	26 - 27 Mar 03	\$220
Writing Skills Workshop	San Diego	31 Mar - 02 Apr 03	\$100

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THIRD QUARTER

<u>Course Title</u>	<u>Location</u>	<u>Date</u>	<u>Cost</u>
Stress Management	San Diego	07 Apr 03	\$60
Pre-Retirement Planning (CSRS)	San Diego	07 - 09 Apr 03	\$249
Introduction to Management Analysis	San Diego	08 - 11 Apr 03	\$450
Contemporary Navy Writing	San Diego	14 - 15 Apr 03	\$145
Pre-Retirement Planning (FERS)	San Diego	21 - 23 Apr 03	\$249
Mid-Career Retirement Planning (FERS)	San Diego	28 - 29 Apr 03	\$140
How to Write a Statement of Work	San Diego	05 - 06 May 03	\$279
Managing Multiple Priorities	San Diego	12 - 13 May 03	\$95
EEO/POSH Update for Managers and Supervisors	San Diego	19 May 03	\$70
Positive Approaches to Resolving Performance and Conduct Problems	San Diego	19 - 20 May 03	\$165
Customer Service	San Diego	20 May 03	\$89
Project Management	San Diego	02 - 04 Jun 03	\$190
Introduction to Supervision	San Diego	02 - 05 Jun 03	\$122
Dealing with Negativity in the Workplace	San Diego	09 Jun 03	\$60
Pre-Retirement Planning (CSRS)	San Diego	09 - 11 Jun 03	\$230
Crane Mechanic	San Diego	09 - 12 Jun 03	\$440
Mobile Crane Mechanic	San Diego	12 - 13 Jun 03	\$220
Most Efficient Organization	San Diego	16 - 19 Jun 03	\$390
Mechanical Crane Inspector	San Diego	17 - 18 Jun 03	\$220
Coaching and Counseling for Increased Performance	San Diego	23 - 24 Jun 03	\$150
Pre-Retirement Planning (FERS)	San Diego	23 - 25 Jun 03	\$220

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FOURTH QUARTER

<u>Course Title</u>	<u>Location</u>	<u>Date</u>	<u>Cost</u>
Technical and Report Writing	San Diego	14 - 15 Jul 03	\$175
Independent Review Officers' (IRO) Workshop	San Diego	21 - 23 Jul 03	\$515
Load Test Director	San Diego	22 - 24 Jul 03	\$330
Personnel Management for Supervisors	San Diego	22 - 25 Jul 03	\$285
Pre-Retirement Planning (CSRS)	San Diego	28 - 30 Jul 03	\$250
Conducting an Effective Meeting	San Diego	05 Aug 03	\$90
Pre-Retirement Planning (CSRS)	San Diego	18 - 20 Aug 03	\$225
Effective Presentations	San Diego	18 - 20 Aug 03	\$185
Pre-Retirement Planning (FERS)	San Diego	25 - 27 Aug 03	\$225
EEO/POSH Update for Managers and Supervisors	San Diego	15 Sep 03	\$70
Managing Multiple Priorities	San Diego	15 - 16 Sep 03	\$95
Team Building	San Diego	22 - 23 Sep 03	\$105
Introduction to Supervision	San Diego	22 - 25 Sep 03	\$195

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ADVANCE LEADERSHIP SKILLS

The purpose of this course is to enhance the current level of leadership skills of managers. Self-assessment and personal experience are used to achieve optimal and speedy solutions to multi-faceted problems. Upon completion of this course, participants will be able to:

- (1) create a work environment to empower employees
- (2) describe various leadership styles
- (3) differentiate between leadership and management
- (4) describe the components of effective goal setting
- (5) recognize and capitalize on the strengths and weaknesses of employees
- (6) apply techniques to motivate employees
- (7) respond to change with commitment

CLD COMPETENCIES: Change Management, Mentoring, Situational Leadership, and Strategic Vision

ELIGIBILITY:

Recommended for managers, supervisors, project managers, and human resource professionals in leadership positions with a minimum of two years experience ([To top of list](#))

For scheduling information click [here](#)

BURNOUT-CAUSES & CURES

The purpose of this course is to recognize the causes of burnout on a personal or professional level. Upon completion of this course, participants will be able to:

- (1) define the causes and symptoms of burnout
- (2) describe the stages of burnout
- (3) apply time management techniques
- (4) demonstrate techniques to prevent burnout

CLD COMPETENCIES: Self-Direction and Flexibility

ELIGIBILITY:

Recommended for all employees ([To top of list](#))

For scheduling information click [here](#)

CATEGORY 2 CRANE SAFETY REFRESHER

The purpose of this course is to review the requirements on the safe operation of Overhead Electric Traveling (OET) Cranes. This course is a prerequisite for re-licensing for all DOD personnel and provides increased safety awareness for qualified operators assigned to operate OET cranes. Upon completion of this course, participants will be able to:

- (1) review recent accident examples and lessons learned
- (2) identify individual responsibility to know the equipment and safety requirements before operating new and unfamiliar equipment

ELIGIBILITY:

Recommended for personnel who are qualified to operate pendant or cab controlled Overhead Electric Traveling (OET) Cranes and supervisors ([To top of list](#))

For scheduling information click [here](#)

CATEGORY 3 CRANE SAFETY WITH TRAIN THE TRAINER

The purpose of this course is to familiarize Category 3 crane trainers with current P-307 requirements and training procedures. Prospective trainers will become familiar with Navy Crane Center training materials and techniques. This course is a prerequisite to teaching safety classes for Category 3 crane operators. Upon completion of this course, participants will be able to:

- (1) identify Category 3 cranes types
- (2) perform pre-use inspections
- (3) identify specific lifting criteria
- (4) perform basic rigging gear inspection
- (5) determine load weights
- (6) calculate load capacities
- (7) implement crane accident response procedures

ELIGIBILITY:

Recommended for prospective Category 3 crane trainers ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[December 10 - 11, 2002 - San Diego, CA](#)
[March 26 - 27, 2003 - San Diego, CA](#)

CIVILIAN TRAVEL REGULATIONS

The purpose of this course is to provide information regarding travel advances and obligating funds, allowable TDY and PCS expenses, travel related leave entitlements, dependent travel entitlements, computing allowances, eligibility for reimbursements, taxable and nontaxable relocation allowances, limitations on travel expenses, and computing storage allowances. Upon completion of this course, participants will be able to:

- (1) compute temporary duty travel and transportation allowances
- (2) comply with Federal Travel Regulations, Joint Travel Regulations, and related Comptroller General decisions
- (3) identify what expenses qualify for reimbursement
- (4) meet Internal Revenue Service requirements for reporting relocation allowances

CLD COMPETENCIES: Technical Competence and Resource Management

ELIGIBILITY:

Recommended for individuals involved in authorizing, approving, processing, auditing, and paying permanent change of station (PCS) and temporary duty (TDY) claims and orders ([To top of list](#))

For scheduling information click [here](#)

COACHING AND COUNSELING FOR INCREASED PERFORMANCE FOR MANAGERS AND SUPERVISORS

The purpose of this course is to provide knowledge and advanced skills training in the areas of coaching and counseling. Specific coaching and counseling techniques will be practiced in work place simulations. Upon completion of this course, participants will be able to:

- (1) recognize their personal strengths and weaknesses and those of their personnel
- (2) demonstrate effective listening and giving positive feedback
- (3) recognize the significance of positive coaching and counseling techniques
- (4) demonstrate effective coaching and counseling skills
- (5) establish a non-threatening, positive work environment
- (6) evaluate, motivate and utilize each team member effectively
- (7) promote a win-win situation in the work place

CLD COMPETENCIES: Interpersonal/Team Skills

ELIGIBILITY:

Recommended for managers and supervisors ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[June 23 - 24, 2003 - San Diego, CA](#)

CONDUCTING AN EFFECTIVE MEETING

The purpose of this course is to discover ways to establish effective, high-energy meetings. The course addresses communication skills, interpersonal/team skills, and team building. Upon completion of this course participants will be able to:

- (1) evaluate the need for a meeting
- (2) plan for a meeting
- (3) prepare an agenda
- (4) understand roles of meeting attendees
- (5) identify ways to increase participation
- (6) develop steps for tracking decisions

CLD COMPETENCIES: Interpersonal/Team Skills, Oral Communication, and Presentation/Marketing Skills

ELIGIBILITY:

Recommended for all employees ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[August 5, 2003 - San Diego, CA](#)

CONFLICT RESOLUTION FOR EMPLOYEES

The purpose of this course is to provide employees with skills for managing and resolving conflict in a positive and assertive manner. Upon completion of this course, participants will be able to:

- (1) identify and resolve conflict in a variety of situations
- (2) control tense situations
- (3) use proven conflict resolution approaches

CLD COMPETENCIES: Conflict Management, Flexibility, Interpersonal/Team Skills, Problem Solving, and Self-Direction

ELIGIBILITY:

Recommended for all employees ([To top of list](#))

For scheduling information click [here](#)

CONFLICT RESOLUTION FOR MANAGERS AND SUPERVISORS

The purpose of the course is to assist managers and supervisors in developing and improving their current skill level for evaluating and resolving conflict within their work environment. Various philosophies regarding recognizing and resolving conflict will also be discussed. Upon completion of this course, participants will be able to:

- (1) recognize the signs of potential conflict situations
- (2) learn techniques that prevent conflicts from occurring
- (3) set realistic goals to establish strong communications in a fair, non-hostile work environment
- (4) recognize communication barriers such as body language, both positive and negative
- (5) establish a work environment that promotes employee success
- (6) prevent problems that damage employees' morale and performance

CLD COMPETENCIES: Conflict Management, Coaching and Counseling, and Interpersonal/Team Skills

ELIGIBILITY:

Recommended for managers and supervisors [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[February 24 - 25, 2003 - San Diego, CA](#)

CONTEMPORARY NAVY WRITING

The purpose of this course is to provide employees with a practical and contemporary application of the Navy's writing standards. Upon completion of this course, participants will be able to:

- (1) write clearly, concisely, and coherently
- (2) use organized, active, and natural writing techniques
- (3) address the specific needs of the recipient
- (4) edit for clarity, conciseness and emphasis
- (5) adjust tone and word choice in writing

CLD COMPETENCIES: Written Communication

ELIGIBILITY:

Recommended for all employees [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[April 14 - 15, 2003 - San Diego, CA](#)

CRANE ELECTRICIAN

The purpose of this course is to familiarize electricians with the maintenance requirements for repair of Navy cranes. Upon completion of this course, participants will be able to:

- (1) describe the national electric code for electrical installations as it relates to cranes
- (2) apply electrical theory in maintaining, troubleshooting and repairing AC and DC generator
- (3) discuss electrical safety requirements

ELIGIBILITY:

Recommended for Crane Electricians and Electrical Inspectors ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[February 25 - 28, 2003 - San Diego, CA](#)

CRANE MECHANIC

The purpose of this course is to familiarize the mechanic with repair and maintenance requirements for cranes. Upon completion of this course, participants will be able to:

- (1) perform lockout/tagout, fasteners and precision measuring
- (2) inspect wire rope for maintenance personnel
- (3) perform brakes, hoist drive train, lubrication and shaft alignment

ELIGIBILITY:

Recommended for Heavy Mobile Equipment Mechanics who will perform adjustments, repairs and overhaul components on crane systems ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[June 9 - 12, 2003 - San Diego, CA](#)

CRANE RIGGER AND CATEGORY 3 CRANE SATEFY

The purpose of this course is to familiarize crane riggers with various requirements for safe lifting operations using cranes ranging from OET to large boom cranes. Students will become familiar with current NAVFAC P-307 requirements. Upon completion of this course, participants will be able to:

- (1) describe rigging terminology
- (2) perform pre-use inspections
- (3) identify specific lifting criteria
- (4) perform basic rigging gear
- (5) determine load weights
- (6) calculate load capacities
- (7) implement crane accident response procedures

ELIGIBILITY:

Recommended for crane rigging personnel working with boom cranes. ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[October 28, 2002 - November 1, 2002 - San Diego, CA](#)

[January 20 - 24, 2003 - San Diego, CA](#)

CULTURAL DIVERSITY

The purpose of this course is to teach participants to be sensitive to individual differences, appreciate workplace diversity and improve the quality of work relationships. Upon completion of this course, participants will be able to:

- (1) define culture in a way that embraces all types of differences and similarities
- (2) work more effectively in an international work force
- (3) prevent cultural misunderstandings

CLD COMPETENCIES: Diversity Awareness, Managing Diverse Workforce, and Team Building

ELIGIBILITY:

Recommended for all employees ([To top of list](#))

For scheduling information click [here](#)

CUSTOMER SERVICE

The purpose of this course is to provide knowledge and skills necessary to create and maintain a high level of customer service. Upon completion of this course, participants will be able to:

- (1) recognize the importance of professional interactions with customers
- (2) identify internal and external customers
- (3) facilitate better communication
- (4) manage telephone calls in a pleasant, courteous manner
- (5) apply skills to effectively handle problem situations
- (6) anticipate customer concerns

CLD COMPETENCIES: Conflict Management, Customer Orientation, and Problem Solving

ELIGIBILITY:

Recommended for all employees [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[May 20, 2003 - San Diego, CA](#)

DEALING WITH NEGATIVITY IN THE WORKPLACE

The purpose of this course is to help participants cope with individuals and situations causing negative energy in the workplace environment and maintain a positive state of mind. Upon completion of this course, participants will be able to:

- (1) recognize root causes and characteristics of negativity
- (2) identify ways that organizations and co-workers can respond to negative behaviors
- (3) practice the latest methods and techniques for combating negativity
- (4) recognize and practice assertive communication skills

CLD COMPETENCIES: Conflict Management and Interpersonal/Team Skills

ELIGIBILITY:

Recommended for all employees [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[June 9, 2003 - San Diego, CA](#)

EFFECTIVE PRESENTATIONS

The purpose of this course is to teach participants presentation techniques that can be used for preparing and delivering presentations. Included in this instruction will be structured speaking opportunities followed by feedback that focuses on both vocal and physical behaviors while speaking. Upon completion of this course, participants will be able to:

- (1) deliver a presentation with confidence and ease
- (2) convey important information and at the same time increase audience receptivity
- (3) use techniques to field difficult questions

CLD COMPETENCIES: Oral Communication and Presentation /Marketing Skills

ELIGIBILITY:

Recommended for all employees who may be required to make a presentation ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

August 18 - 20, 2003 - San Diego, CA

ENGLISH COMMUNICATION SKILLS FOR NON-NATIVE SPEAKERS

The purpose of this course is to emphasize the importance of clear pronunciation and precise vocabulary. Extensive pronunciation exercises are included providing participants with an opportunity to practice their communication skills. Upon completion of this course, participants will be able to:

- (1) speak with greater confidence and authority
- (2) use standard English grammar and pronunciation forms
- (3) distinguish standard and nonstandard forms and patterns of speech
- (4) improve vocal quality
- (5) organize thoughts before speaking

CLD COMPETENCIES: Oral Communication

ELIGIBILITY:

Recommended for all employees who want to improve the clarity and vocal quality of their spoken English ([To top of list](#))

For scheduling information click [here](#)

ENGLISH GRAMMAR REVIEW

The purpose of this course is to upgrade the grammar skills of participants whose goal is to improve their writing and speaking skills. The course will focus on the most common grammatical mistakes, improve word choice through vocabulary development, and apply practical grammar rules. Upon completion of this course, participants will be able to:

- (1) correctly apply grammar principles to their writing
- (2) locate and cite rules that govern spelling correctness
- (3) promote standardized grammar rules in government writing
- (4) use the active voice
- (5) write with brevity

CLD COMPETENCIES: Oral Communication and Written Communication

ELIGIBILITY:

Recommended for all employees [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[March 17 - 18, 2003 - San Diego, CA](#)

EQUAL EMPLOYMENT OPPORTUNITY (EEO) UPDATE FOR MANAGERS AND SUPERVISORS

The purpose of this course is to update attendees on the most recent laws governing Equal Employment Opportunity issues in the Federal Workplace. This training satisfies the mandatory annual EEO training. Upon completion of this course, participants will be able to:

- (1) identify current EEO laws, regulations, and executive orders
- (2) recognize common mistakes managers and supervisors make that lead to EEO complaints
- (3) identify recent Supreme Court decisions regarding prominent discrimination and harassment issues
- (4) implement procedures for preventing EEO complaints

CLD COMPETENCIES: Diversity Awareness, Human Resources Management, and External Awareness

ELIGIBILITY:

Recommended for all managers, supervisors or employees with EEO/POSH responsibilities [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[November 18, 2002 - San Diego, CA](#)

[May 19, 2003 - San Diego, CA](#)

[September 15, 2003 - San Diego, CA](#)

FEDERAL BUDGETING FOR NON-BUDGET PERSONNEL

The purpose of this course is to provide the basic concepts and techniques for developing a budget in the federal system. This course will give a clear overview of the budget cycle, basic sources of funds, types of appropriations and types of costs. Upon completion of this course, participants will be able to:

- (1) describe fiscal and budgeting terms
- (2) utilize analysis techniques for estimating costs
- (3) define the various funding issues including one-year appropriations, both program and object class budgets
- (4) construct operating budgets for your supervisors
- (5) estimate salaries, travel and contract costs for staff personnel
- (6) demonstrate your ability to assume increased budget responsibilities

CLD COMPETENCIES: Resources Management

ELIGIBILITY:

Recommended for all non-budget personnel whose goals are to work with federal budgets
([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[March 24 - 26, 2003 - San Diego, CA](#)

FREEDOM OF INFORMATION AND PRIVACY ACT

The purpose of this course is to provide information regarding FOIA exemptions and exclusions, PA exemptions and conditions of disclosure, defining and applying the principles of foreseeable harm, available resources, FOIA fees and how to arrange a fee waiver. Upon completion of this course, participants will be able to:

- (1) distinguish between the legal requirements of the FOIA and PA
- (2) identify records subject to FOIA and/or the PA
- (3) recognize the government's and the employee's liability and responsibility
- (4) safeguard information about the personal privacy of individuals
- (5) appropriately release records to the public

CLD COMPETENCIES: External Awareness, Human Resources Management, and Technical Competence

ELIGIBILITY:

Recommended for anyone responding to Freedom of Information Act (FOIA) and Privacy Act (PA) requests ([To top of list](#))

For scheduling information click [here](#)

GENERAL CRANE SAFETY

The purpose of this course is to acquaint the new crane operator with the various requirements for the safe operation of cranes ranging from overhead electric traveling (OET) to large boom cranes. Upon completion of this course, participants will be able to:

- (1) identify crane and lift types
- (2) comprehend pre-use inspections, basic safety rules and procedures for safe operation
- (3) identify specific lifting situations
- (4) know basic rigging gear inspection and use
- (5) determine load weights
- (6) calculate capacities and crane accident response

ELIGIBILITY:

Recommended for shop personnel using Category 1, 2 and 4 cranes. Supervisors of Category 1, 2 and 4 operators will benefit greatly from the information in the course ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[January 27 - 31, 2003 - San Diego, CA](#)

GENERAL CRANE SAFETY REFRESHER

The purpose of this course is to review the requirements for the safe operation of various types of cranes ranging from the smallest to the largest. Upon completion of this course, participants will be able to:

- (1) implement safety procedures for each specific make and model of crane
- (2) implement crane accident prevention procedures

ELIGIBILITY:

Recommended for personnel who are qualified to operate Mobile, Portal, Floater, Locomotive, and Hammerhead Cranes ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[October 8, 2002 - San Diego, CA](#)

HOW TO CONDUCT A SUCCESSFUL EMPLOYEE PERFORMANCE REVIEW

The purpose of this course is to provide various methods and techniques that will help conduct successful performance reviews. Perhaps one of the most difficult situations faced by directors, managers and supervisors in any organization is the performance evaluation feedback and review session. Upon completion of this course, participants will be able to:

- (1) analyze job requirements and determine training needs of the position and the employee
- (2) identify problems and obstacles to improve performance
- (3) use performance goal setting and measurement discussion with input from the employee
- (4) apply techniques to move from input/output measurements to outcome measurements
- (5) perform interim progress reviews and establishing action plans for the next review period

CLD COMPETENCIES: Coaching/Counseling

ELIGIBILITY:

Recommended for managers, supervisors and military supervising civilians ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[March 10, 2003 - San Diego, CA](#)

HOW TO WRITE A STATEMENT OF WORK

The purpose of this course is to teach participants how to write Statement of Work (SOW) within the government guidelines. Upon completion of this course, participants will be able to:

- (1) specify in clear, understandable terms work to be done
- (2) identify position requirements and critical factors
- (3) define the quantity and quality work or services needed
- (4) recognize how the SOW affects of the In-house Cost Estimate

CLD COMPETENCIES: Technical Competence and Written Communication

ELIGIBILITY:

Recommended for individuals responsible for managing or administration of a project ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[May 5 - 6, 2003 - San Diego, CA](#)

INDEPENDENT REVIEW OFFICERS' WORKSHOP

The purpose of this course is to provide the attendees with step-by-step instructions for conducting an Independent Review of the A-76 Process. Upon completion of this course, participants will be able to:

- (1) identify and understand the function of the Independent Reviewer in the A-76 process
- (2) quickly identify records significant to Independent Review Officers
- (3) monitor and identify documentation for certification
- (4) interpret and grasp Most Efficient Organization (MEO) team documents
- (5) conduct a complete, professional Independent review

CLD COMPETENCIES: External Awareness, Technical Competence, and Written Communication

ELIGIBILITY:

Recommended for personnel responsible for reviewing and certifying MEO proposals or personnel developing MEO documents [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[July 21 - 23, 2003 -San Diego, CA](#)

INTRODUCTION TO MANAGEMENT ANALYSIS

The purpose of this course is to provide a solid understanding of the fundamental elements of management analysis techniques. This course is designed to introduce new management and program analysts to a wide variety of skills and concepts. Students will gain a sense of confidence by becoming aware of the management process and the analysis role. Upon completion of this course, participants will be able to:

- (1) apply the fundamentals of planning and preparing a management analysis study
- (2) utilize various data gathering methods
- (3) identify problems and identify a causal model
- (4) use fact gathering techniques such as observing, interviewing, and sampling
- (5) incorporate descriptive statistics such as charts, graphs, frequency distribution, averages and standard deviation to routine progress reports

CLD COMPETENCIES: Problem Solving, Process Oversight Management, and Resource Management

ELIGIBILITY:

Recommended for new management and program analysts [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[April 8 - 11, 2003 - San Diego, CA](#)

INTRODUCTION TO NAVY FINANCIAL AND MANAGERIAL ACCOUNTING

The purpose of this course is to provide an overview of managing appropriated funds within the Department of the Navy (DON). The full scope of the DON financial management system, including organizational goals of individual activities will be reviewed. Upon completion of this course, participants will be able to:

- (1) define and discuss the Fleet Accounting System
- (2) explain managerial and allotment accounting
- (3) outline policies and issues of accounting
- (4) summarize the types of appropriated accounting procedures and expenditure reports used
- (5) describe your activity's fiscal organizational goals

CLD COMPETENCIES: Resource Management

ELIGIBILITY:

Recommended for entry through mid-level budget and finance personnel [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[January 14 - 16, 2003 - San Diego, CA](#)

INTRODUCTION TO SUPERVISION

The purpose of this course is to provide first-time supervisors with the knowledge and skill required to transition successfully into a supervisory role. This course is designed to teach participants how to become credible, respected supervisors with the use of practical exercises and class involvement. Upon completion of this course, participants will be able to:

- (1) describe the significant and varied responsibilities of a supervisor
- (2) describe the skills of planning, delegating, monitoring, and evaluating
- (3) recognize how leadership, management and communication skills need to be combined for effectiveness
- (4) recognize the diversity in people and utilize their differences as assets
- (5) listen effectively and provide constructive feedback

CLD COMPETENCIES: Change Management, Coaching/Counseling, Diversity Management, Interpersonal/Team Skills, Managing Diverse Workforce, Situational Leadership, and Team Building

ELIGIBILITY:

Recommended for new government supervisors with less than one-year experience or for seasoned supervisors who would like to attend this course as a refresher [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[March 3 - 6, 2003 - San Diego, CA](#)

[June 2 -5, 2003 - San Diego, CA](#)

[September 22 - 25, 2003 - San Diego, CA](#)

LEADERSHIP SKILLS FOR MANAGERS AND SUPERVISORS

The purpose of this course is to focus on leadership skills, which are the most critical management traits demonstrated by the effective manager or supervisor. Work place simulations and group exercises will be used to demonstrate that positive results demand a proactive, energetic leadership style. Upon completion of this course, participants will be able to:

- (1) define and recognize various leadership styles
- (2) assess their own leadership style with strengths and weaknesses
- (3) discuss leadership concepts
- (4) select the appropriate leadership style for a given situation
- (5) delegate and empower properly
- (6) implement a goal-setting process

CLD COMPETENCIES: Situational Leadership, Influencing/Negotiating, and Team Building

ELIGIBILITY:

Recommended for new managers, supervisors, project managers and human resource professionals [\(To top of list\)](#)

For scheduling information click [here](#)

LOAD TEST DIRECTOR

The purpose of this course is to prepare individuals to become Crane Test Directors and perform load tests on weight handling equipment. Upon completion of this course, participants will be able to:

- (1) recognize documentation concerning personnel and equipment safety
- (2) calculate test loads and test the equipment to approved test procedures

ELIGIBILITY:

Recommended for Equipment Inspectors, Mechanics, Electricians, or Crane Operators serving as Load Test Directors [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[November 5 - 7, 2002 - San Diego, CA](#)

[February 11 -13, 2003 - San Diego, CA](#)

[July 22 -24, 2003 - San Diego, CA](#)

MANAGING MULTIPLE PRIORITIES

The purpose of this course is to provide participants with the knowledge and skills to plan, organize, and complete tasks. Specific techniques to distinguish between the true priorities in one's work will be discussed. Upon completion of this course, participants will be able to:

- (1) identify how their time is spent
- (2) determine what issues are central or priority
- (3) identify steps to resolve inner conflicts when faced with competing demands
- (4) describe crisis management
- (5) delegate projects effectively
- (6) manage interruptions efficiently
- (7) decide what issues are urgent, important and "those that can wait"

CLD COMPETENCIES: Flexibility and Self-Direction

ELIGIBILITY:

Recommended for all employees ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[May 12 - 13, 2003 - San Diego, CA](#)

[September 15 - 16, 2003 - San Diego, CA](#)

MECHANICAL CRANE INSPECTOR

The purpose of this course is to familiarize mechanical crane inspectors with the inspection requirements outlined in NAVFAC P-307 manual, titled "Management of Weight Handling Equipment." Upon completion of this course, participants will be able to:

- (1) perform documentation requirements
- (2) inspect wire rope
- (3) inspect brakes, hoist drive train and shaft alignment

ELIGIBILITY:

Recommended for Mechanical Crane Inspectors ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[June 17 - 18, 2003 - San Diego, CA](#)

MID-CAREER RETIREMENT PLANNING (CSRS)

The purpose of the course is to meet the informational and planning needs of employees covered under the Civil Service Retirement System. Upon completion of this course, participants will be able to:

- (1) identify key elements of the CSRS system
- (2) identify the various financial, tax, legal and estate issues that affect benefits
- (3) describe how the savings plans work
- (4) develop systematic plans for meeting long-range retirement goals

ELIGIBILITY:

Recommended for Department of Navy Civilian employees enrolled in the Civil Service Retirement System (CSRS) with at least five (5) years of Federal Service who are 10 to 20 years from retirement [\(To top of list\)](#)

For scheduling information click [here](#)

MID-CAREER RETIREMENT PLANNING (FERS)

The purpose of the course is to meet the informational and planning needs of employees covered under the Federal Employee Retirement System (FERS). Upon completion of this course, participants will be able to:

- (1) identify key elements of the FERS system
- (2) identify the various financial, tax, legal and estate issues that affect benefits
- (3) describe how the Thrift Savings Plan (TSP) works
- (4) develop systematic plans for meeting long-range retirement goals

ELIGIBILITY:

Recommended for Department of Navy Civilian employees enrolled in the Federal Employee Retirement System (FERS) with a least five (5) years of Federal service who are 10 to 20 years from retirement [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[October 21 - 22, 2002 - San Diego, CA](#)
[November 4 - 5, 2002 - Point Mugu, CA](#)
[January 27 - 28, 2003 - San Diego, CA](#)
[April 28 - 29, 2003 - San Diego, CA](#)

MOBILE CRANE MECHANIC

The purpose of this course is to familiarize the crane mechanic with repair and maintenance requirements for cranes. Upon completion of this course, participants will be able to:

- (1) identify basic hydraulic systems
- (2) identify low voltage (36 volts DC and less) systems
- (3) identify mobile crane braking systems

ELIGIBILITY:

Recommended for Heavy Mobile Equipment Mechanics who will perform adjustments, repairs and overhaul components on mobile cranes [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[June 12 - 13, 2003 - San Diego, CA](#)

MOST EFFICIENT ORGANIZATION

The purpose of this course is to provide participants with an approach for developing the Most Efficient Organization (MEO). The process will show, step-by-step, how to prepare an organized, thorough and professional MEO. Learn how a contractor evaluates an organization in the tactics for winning the bid. Upon completion of this course, participants will be able to:

- (1) identify the steps to plan and develop a MEO study
- (2) develop strategies to build any unit into an effective organization able to compete with private industry
- (3) understand the overall a-76 process and how the MEO fits in
- (4) understand the Management Plan and its relevance to the MEO
- (5) build an effective MEO Study Team
- (6) identify the strengths and weaknesses of a MEO Study Plan
- (7) baseline the current organization and identify the information required in the Current Operations of Functions
- (8) analyze the organization's products, services, customer requirements and efficiency measures; understand how those factors drive MEO design and where they are reflected in the PWS/PRD/SOW
- (9) become fluent in using a wide range of measuring tools for organizational output
- (10) recognize Key vs. Non-Key processes
- (11) map and benchmark current key processes used to produce the products and services identified in the PRD
- (12) design/reengineer processes to meet PWS/PRD/SOW requirements
- (13) develop innovative Position Descriptions that get the job done

CLD COMPETENCIES: External Awareness, Organizational Representation and Liaison, and Process Oversight Management

ELIGIBILITY:

Recommended for all employees. Prior training in Performance Work Statement is helpful [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[June 16 - 19, 2003 - San Diego, CA](#)

NAVAL CORRESPONDENCE MANUAL

The purpose of this course is to assist employees using the latest Naval Correspondence Manual. Participants will be provided with the standards and procedures used when preparing all types of Navy correspondence. Upon completion of this course, participants will be able to:

- (1) locate the Navy's official policy, procedures, and guidance in preparation of naval correspondence
- (2) identify source documents which will aid in preparing naval correspondence
- (3) recognize the correct format for both internal and external correspondence including business letters

CLD COMPETENCIES: Written Communication

ELIGIBILITY:

Recommended for all employees (To top of list)

For scheduling information click [here](#)

PERSONNEL MANAGEMENT FOR SUPERVISORS

The purpose of the course is to provide managers and supervisors with information on the personnel rules and regulations that govern civilian employees in the Department of the Navy (DON). Equal Employment Opportunity (EEO), position management, classification, staffing, training, labor relations and employee relations are among the topics that will be addressed. Upon completion of this course, participants will be able to:

- (1) apply the principles of the Merit System and recognize prohibited personnel practices
- (2) describe the major elements of the merit promotion process
- (3) describe the correlation between organization needs and individual employee training needs
- (4) describe the Navy performance management program
- (5) apply Equal Employment Opportunity regulations when making personnel decisions
- (6) discuss the supervisor's role as it relates to the various personnel functions

CLD COMPETENCIES: Human Resources Management, Diversity Awareness, External Awareness, and Navy Core Values

ELIGIBILITY:

Recommended for both military and civilian employees who supervise civilians (To top of list)

COURSE DATE(S) AND LOCATIONS

[July 22 - 25, 2003 - San Diego, CA](#)

POSITIVE APPROACHES TO RESOLVING PERFORMANCE AND CONDUCT PROBLEMS

The purpose of this course is to help participants recognize and comprehend human behavior as it relates to work performance. Managers and supervisors are afforded an opportunity to examine their individual approaches to resolving performance and conduct problems. Upon completion of this course, participants will be able to:

- (1) describe the components of a performance problem and a conduct problem
- (2) identify negative behavior trends
- (3) describe effective motivational techniques
- (4) apply techniques to create a “win-win” situation during conflict

ELIGIBILITY:

Recommended for managers and supervisors [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[May 19 - 20, 2003 - San Diego, CA](#)

PRE-RETIREMENT PLANNING (CSRS)

The purpose of the course is to provide Federal employees who are enrolled in the Civil Service Retirement System (CSRS) with concrete information needed as they consider retirement. Upon completion of the course participants will be able to:

- (1) identify key elements of the Civil Service Retirement System (CSRS)
- (2) perform basic retirement income computation
- (3) describe the impact of Social Security and Medicare
- (4) identify the various financial, tax, legal and estate issues that affect benefits
- (5) describe how the Thrift Savings Plan (TSP) works and when TSP withdrawals are permitted
- (6) identify retired military issues that affect annuities
- (7) apply the laws that affect survivor elections, leave/health benefits and life insurance
- (8) define relocation issues that may impact retirement

ELIGIBILITY:

Recommended for Department of Navy civilian employees enrolled in the Civil Service Retirement System (CSRS) who are within ten (10) years of retirement [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[October 22 - 24, 2002 - Point Mugu, CA](#)
[November 4 - 6, 2002 - San Diego, CA](#)
[February 3 - 5, 2003 - San Diego, CA](#)
[April 7 - 9, 2003 - San Diego, CA](#)
[June 9 - 11, 2003 - San Diego, CA](#)
[July 28 - 30, 2003 - San Diego, CA](#)
[August 18 - 20, 2003 - San Diego, CA](#)

PRE-RETIREMENT PLANNING (FERS)

The purpose of this course is to provide Federal employees who are enrolled in the Federal Employees Retirement System (FERS) with concrete information needed as they consider retirement. Upon completion of this course, participants will be able to:

- (1) identify key elements of the Federal Employees Retirement System (FERS)
- (2) perform basic retirement income computation
- (3) describe the impact of Social Security and Medicare
- (4) identify the various financial, tax, legal and estate issues that affect benefits
- (5) describe how the Thrift Savings Plan (TSP) works and when TSP withdrawals are permitted
- (6) identify retired military issues that affect annuities
- (7) apply the laws that affect survivor elections, leave/health benefits and life insurance
- (8) define relocation issues that may impact retirement

ELIGIBILITY:

Recommended for Department of Navy civilian employees enrolled in the Federal Employee Retirement System (FERS) who are within ten (10) years of retirement
([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[October 28 - 30, 2002 - San Diego, CA](#)
[December 9 - 11, 2002 - Point Mugu, CA](#)
[December 9 - 11, 2002 - San Diego, CA](#)
[February 10 - 12, 2003 - San Diego, CA](#)
[April 21 - 23, 2003 - San Diego, CA](#)
[June 23 - 25, 2003 - San Diego, CA](#)
[August 25 - 27, 2003 - San Diego, CA](#)

PREVENTING WORKPLACE VIOLENCE

The purpose of this course is to assist managers and employees in identifying conditions that could lead to violence in the workplace. Upon completion of this course, participants will be able to:

- (1) identify specific warning signs which may lead to workplace violence
- (2) understand the impact and scope of workplace violence
- (3) describe strategies for developing a plan to address and prevent workplace violence

CLD COMPETENCIES: Conflict Management, Problem Solving, and Situational Leadership

ELIGIBILITY:

Recommended for all employees ([To top of list](#))

For scheduling information click [here](#)

PRINCIPLES OF NAVY BUDGETING

The purpose of this course is to provide an overview of the policies and procedures used to develop budgets in the Department of the Navy (DON) and within the Planning, Programming, and Budget System (PPBS) cycle. The DON budget procedures, the Future Years Defense Plan (FYDP) and Resource Allocation Display (RAD) will be reviewed. Upon completion of this course, participants will be able to:

- (1) define and explain the PPBS cycle, FYDP and the RAD
- (2) describe budget formulation, the review process and budget execution
- (3) identify key budget players, goals, history and policies
- (4) draft an activity budget within DON guidelines and which is projected through the FYDP

CLD COMPETENCIES: Resource Management

ELIGIBILITY:

Recommended for entry and mid-level finance and budget employees ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[November 19 - 21, 2002 - San Diego, CA](#)

PROJECT MANAGEMENT

The purpose of this course is to prepare participants to oversee a project using a step by step process. Upon completion of this course, participants will be able to:

- (1) identify the steps in running a project
- (2) define objectives for a project
- (3) plan and schedule a project
- (4) set up a project tracking system

CLD COMPETENCIES: Problem Solving, Process Oversight Management, and Quality Principles

ELIGIBILITY:

Recommended for individuals responsible for managing or administration of a project ([To top of list](#))

COURSE DATE(S) AND LOCATIONS

[June 2 - 4, 2003 - San Diego, CA](#)

SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE

The purpose of this course is to significantly increase personal and professional effectiveness. Upon completion of this course, participants will be able to:

- (1) develop an empowering, principle centered vision of life
- (2) be more responsible, empathic, creative, and proactive
- (3) create healthy, productive interdependence in individuals and organizations
- (4) achieve peace of mind and build trust with others
- (5) take advantage of the opportunities that change creates

CLD COMPETENCIES: Change Management, Interpersonal/Team Skills, and Self-Direction

ELIGIBILITY:

Recommended for all employees [\(To top of list\)](#)

For scheduling information click [here](#)

STRESS MANAGEMENT

The purpose of this course is to teach employees stress management techniques they can develop and use to improve job performance. Upon completion of this course, participants will be able to:

- (1) define types of stress
- (2) recognize/define the stages of stress
- (3) recognize the effects of stress upon mind and body
- (4) identify the symptoms of stress in self and others
- (5) apply effective stress management techniques
- (6) describe the specific methods that can be used in real-time stressful job situations

CLD COMPETENCIES: Flexibility and Self-Direction

ELIGIBILITY:

Recommended for all employees [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[April 7, 2003 - San Diego, CA](#)

TEAM BUILDING

The purpose of this course is to provide managers, team leaders, team members, and work groups with information on how to build and facilitate successful teams. Upon completion of this course, participants will be able to:

- (1) identify the characteristics of high-performing teams
- (2) practice skills for effective listening
- (3) appreciate and optimize differences in behavioral styles
- (4) evaluate team performance
- (5) facilitate difficult team conflict
- (6) apply problem solving techniques and decision making processes in groups

CLD COMPETENCIES: Conflict Management, Decisiveness, Diversity Awareness, Influencing/Negotiating, Innovative Thinking, Interpersonal/Team Skills, Oral Communication, Problem Solving, Self-Direction, and Team Building

ELIGIBILITY:

Recommended for managers, team-leaders and team-members [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[September 22 - 23, 2003 - San Diego, CA](#)

TECHNICAL AND REPORT WRITING

The purpose of this course is to assist participants in building precision and clarity into reports, instructions, work statements and other technical material. It will offer practice in organizing, formatting, and writing to suit a stated objective with a targeted audience. Upon completion of this course, participants will be able to:

- (1) plan, draft, revise, and edit technical material
- (2) develop technical writing techniques that convey information clearly
- (3) organize data efficiently for the reader's benefit
- (4) understand the role of sentence syntax in the presentation of technical material

CLD COMPETENCIES: Written Communication

ELIGIBILITY:

Recommended for employees who have a requirement to write technical papers or reports
[\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[July 14 - 15, 2003 - San Diego, CA](#)

TECHNICAL MANUAL TECHNOLOGY ORIENTATION

The purpose of this course is to acquaint participants with all aspects of the NAVSEA/SPAWAR Technical Manual Management Program and the NAVAIR Air Traffic Control Technical Manual Management Program. Upon completion of this course, participants will be able to:

- (1) understand NAVSEA/SPAWAR's Technical Manual Management Program (TMMP)
- (2) comprehend acquisition and development of paper, Electronic Technical Manuals (ETMs) and Interactive Electronics Manuals (IETMs), including IETM demonstration
- (3) understand the Technical Data Management Information System (TDMIS)
- (4) use S0005-AA-PRO-010 and E0005-AC-HBK-010, NAVSEA/SPAWAR Technical Manual Management Program, Operations and Life Cycle Support Procedures
- (5) understand Advanced Technical Information Support (ATIS) system including ATIS CD-ROM demonstrations

ELIGIBILITY:

Recommended for Department of the Navy civilian employees who deal with technical publications [\(To top of list\)](#)

For scheduling information click [here](#)

WRITING SKILLS WORKSHOP

The purpose of this course is to upgrade a participant's skills in writing, editing and evaluating reports, memos and proposals. It will also consist of both learning the principles of clear expression through writing, and practice in applying these principles to the work situation. Upon completion of this course, the participant will be able to:

- (1) present quality written correspondence
- (2) choose words for conciseness and precision
- (3) write so that multiple audience types receive the intended message
- (4) reduce costly revisions because of errors in writing
- (5) plan, revise, and edit memos, reports, and proposals
- (6) choose sentence structure that will communicate ideas clearly

CLD COMPETENCIES: Written Communication

ELIGIBILITY:

Recommended for all employees [\(To top of list\)](#)

COURSE DATE(S) AND LOCATIONS

[March 31, 2003 - April 2, 2003 - San Diego, CA](#)

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